

GROUP VISITS TINTAGEL

I. BOOKING

How do I make a group booking to Tintagel?

To book your group visit to Tintagel please call the Group Booking Team on +44 (0) 370 333 0604. Calls are charged at local rates (mobile charges may vary) and the line is open Monday to Friday 9am - 5pm (GMT). Or you can email bookings@english-heritage.org.uk.

To enable the Group Booking Team to deal with your request promptly please ensure you have the following information to hand:

- Date of visit
- Time of visit
- Number of visitors
- Your tour reference or booking reference (if available)
- Method of transport
- Method of payment
- Any other information relevant to your booking request

Do you have to book to visit Tintagel as a group?

Yes, pre-booking for Group tours is essential. Access to the castle's historic island across the new footbridge is by timed ticket only and booking is essential. Visitors are welcome to explore other areas of the site including the café, beach, exhibition and shop at their leisure.

Why do we need to have a timed ticket?

At peak times of the year the site can be very busy so we have introduced timed tickets to help manage this and ensure we provide the best possible visitor experience. It also helps us to preserve and conserve Tintagel's archaeology and ecology. Your ticket gives you access to the whole of Tintagel Castle. The time on the ticket is when you will enter the castle and cross the footbridge. Once on the island you can explore at your leisure. You are also welcome to explore other areas of the site, including the café, beach (tides permitting), exhibition and shop at any time during your visit.

What is the group discount?

The group discount for Tintagel Castle is 15% for groups of 11 or more visitors paying together. We also offer free entry for the coach driver and tour leader.

When must I confirm my final group numbers?

Your final group numbers must be confirmed to the Group Booking Team 7 days before your visit, and paid for if you are not on English Heritage's Agency Voucher Scheme.

How do I collect my tickets?

Upon booking you will receive a booking confirmation by email. Please print this and bring it with you on the day of your visit. If you don't have access to a printer just bring your booking reference (included on the booking confirmation) and show it to our staff at the Membership and Ticket Desk at the Visitor Centre. Your emailed booking confirmation will be exchanged for individual wristbands. By providing each member of the party with a wristband each individual may choose how to enter the island, via the footbridge or the 140 steps – convening again in the island courtyard.

What if I miss my timeslot?

We will always try to accommodate you if we can. If we're busy, it is likely you will have to wait until the next available time slot. During this time, you are welcome to explore other areas of the site, including the café, beach (tides permitting), exhibition and shop at your leisure. Last admission to the historic castle and island is one hour before closing and we will not be able to admit you beyond that time.

Can I alter the date or time of my booking once purchased?

Although confirmed bookings are non-refundable and non-transferable we will try and accommodate some requests individually. Please call us on +44 (0) 370 333 0604 (9am - 5pm Monday to Friday) or email bookings@english-heritage.org.uk. Please quote your booking reference number; name; date of booking; proposed alternative date and time slot, and the reason for your request.

How long can my group stay at Tintagel?

Your timed ticket states the time when you will be permitted to enter the castle and cross the footbridge. Once on the island you can explore at your leisure. You are also welcome to explore other areas of the site, including the cafe, beach (tides permitting), exhibition and shop at any time during your visit. Most people spend around 3 hours with us, but you're welcome to stay the full day.

Some individuals in my group decided not to visit the castle on the day of our visit, will a refund be possible?

If any individuals decide on the day not to visit the castle the visit is still non-refundable because a ticket place has been reserved for them, which we've not been able to use for another individual when there is a limit on visitor numbers.

Is there on-site coach parking?

No, there is no on-site parking, please use the charged parking in Tintagel village, 600 metres away with room for up to 9 coaches. The site is accessed by walking down a steep hill and takes between 10-15 minutes from the village to the Membership and Ticket desk.

2. ORIENTATION**Where does my group need to be and when?**

Your timed ticket states the time when your group will be permitted to enter the castle and cross the footbridge. You will need to be at the entrance to the castle within your 30 minute slot. We advise you and your group to arrive at the site entrance to Tintagel Castle 45 minutes before your time slot. The site entrance in the village is a 10 minute walk from the Membership and Ticket desk at the bottom of the hill, where a member of team will greet you. This is also next to the Exhibition and Café and toilets and refreshments are available here. The staff member will provide a site welcome, orientation and issue your group with wristbands. They will then direct you to the Top Kiosk for your allocated time slot, a 10 minute walk uphill from the Membership and Ticket desk.

As an example for a group booking with a booked timeslot at 11am:

10.15 – Arrive at the site entrance

10.15-30 - Walk to the Membership and Ticket desk

10.30-45 – Welcome (& comfort break)

10.45 – Walk uphill to the Top Kiosk for castle and island visit

3. ACCESS

Can I access the Island and Castle without using steps?

The new footbridge does allow step free access to the castle and island, however there is a steep hill up to the bridge so for some visitors accessing the bridge may be challenging. We would recommend contacting us for more details about planning your visit.

Can I access the Castle without walking across the bridge?

If you do not want to cross the footbridge, there is an alternative entrance via 140 steps up to the castle which begins by the visitor centre, members of staff can direct you on your arrival.

How easy is it to walk to the castle?

There is now a step-free route via the footbridge to the island but there is still a steep hill and paths are uneven. If members of your group would like to avoid the footbridge there is an alternative route, via 140 steep steps that members of staff can direct you to on your arrival.

Are there toilets in the castle or on the island?

No, toilets are situated by the Membership and Ticket desk, Café and Exhibition only.

What is the terrain like around Tintagel?

Tintagel is situated on beautiful cliffs on the North Cornwall coast. This means there are steep slopes, sheer drops and uneven surfaces (which may at times be slippery). If you are planning on visiting Merlin's Cave please ensure you orientate yourself with tide times ahead of your visit.